VITA Customer Service Survey

March 7, 2006

Pilot Study

Identified Four Key-Topic Areas

Key Topics of Interest

1. VITA's Support Services
   - Technical support services
   - Technical support staff
   - Computer services consulting staff
   - Tel-Com engineering services staff
   - Tel-Com consulting services staff
2. Reducing IT Costs
   - Effects of consolidation
   - Cost alternatives
3. Governance and Technology Planning
   - Preparing to meet future IT needs
   - VITA's IT skills
4. Customer Service
   - Customer focus and effectiveness
   - Technology planning
   - Strategic planning
   - Customer preferences/suggestions

Web-Based Survey

- Conducted during November and December 2005
- Target: Census of 151 agency directors and IT managers
- Large, medium, and small in-scope agencies

Web-Based Survey

- Number of responses: 89
- Response rate: 64%
- Margin of error: +/- 6.7 percentage points
- Respondents
  - Agency directors: 48%
  - IT Managers: 52%

IT Requirements

Does your agency have IT support requirements that are unique or different from most other organizations?
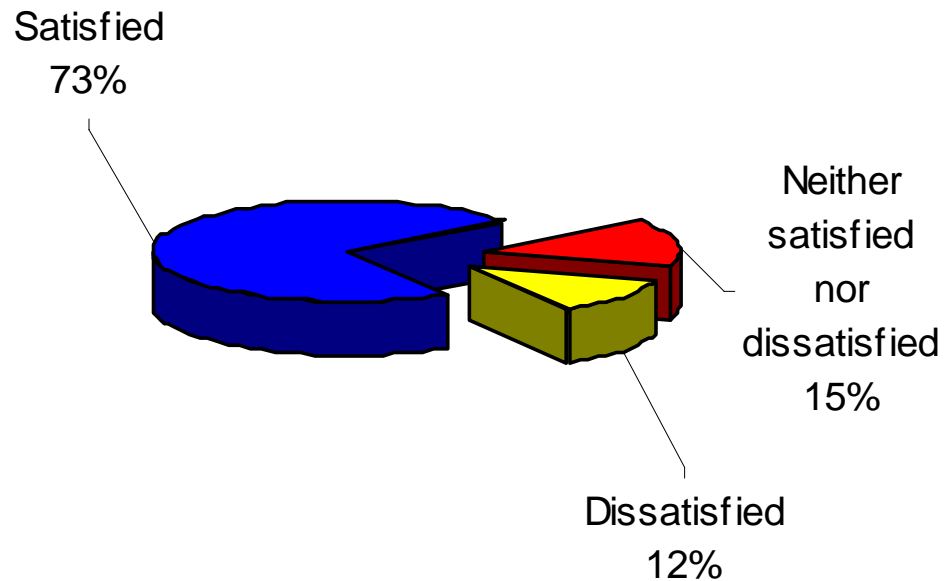
Yes
65%

No
35%
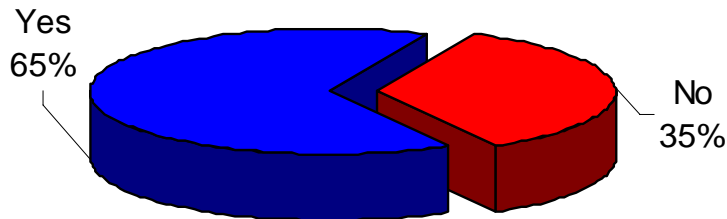
Unique Requirements

- Remote users
- Central hub for numerous divisions
- Non-business hours support
- Users with special needs (disabled/elderly)

Network Services

Please indicate how satisfied or dissatisfied you are with network services?

Satisfied
73%
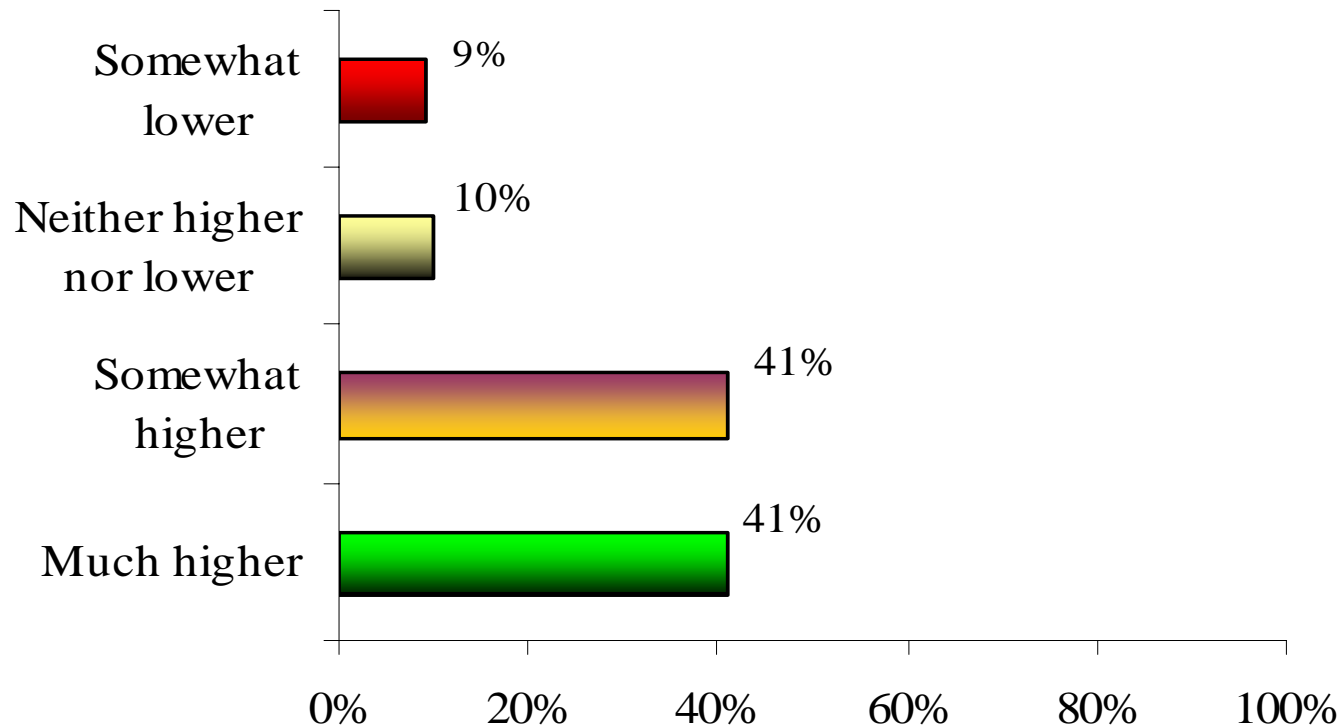
Neither satisfied nor dissatisfied
15%

Dissatisfied
12%

Sharing Expertise With Other Agencies

To reduce costs, VITA should have agencies share expertise with other agencies

Disagree — 17%
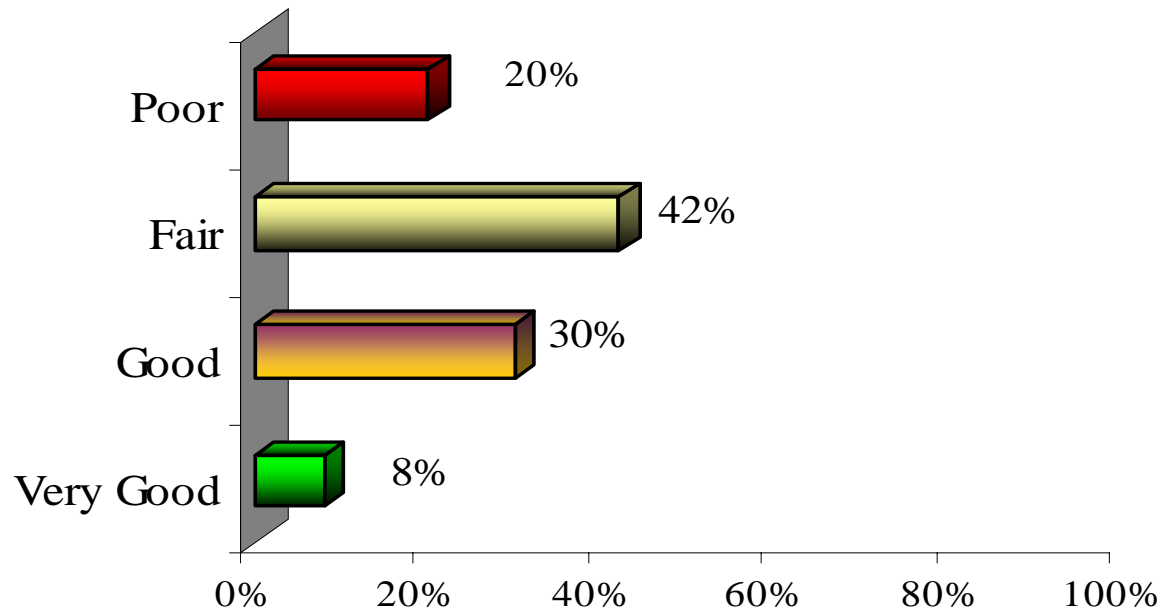Neither agree nor disagree — 17%
Agree — 66%
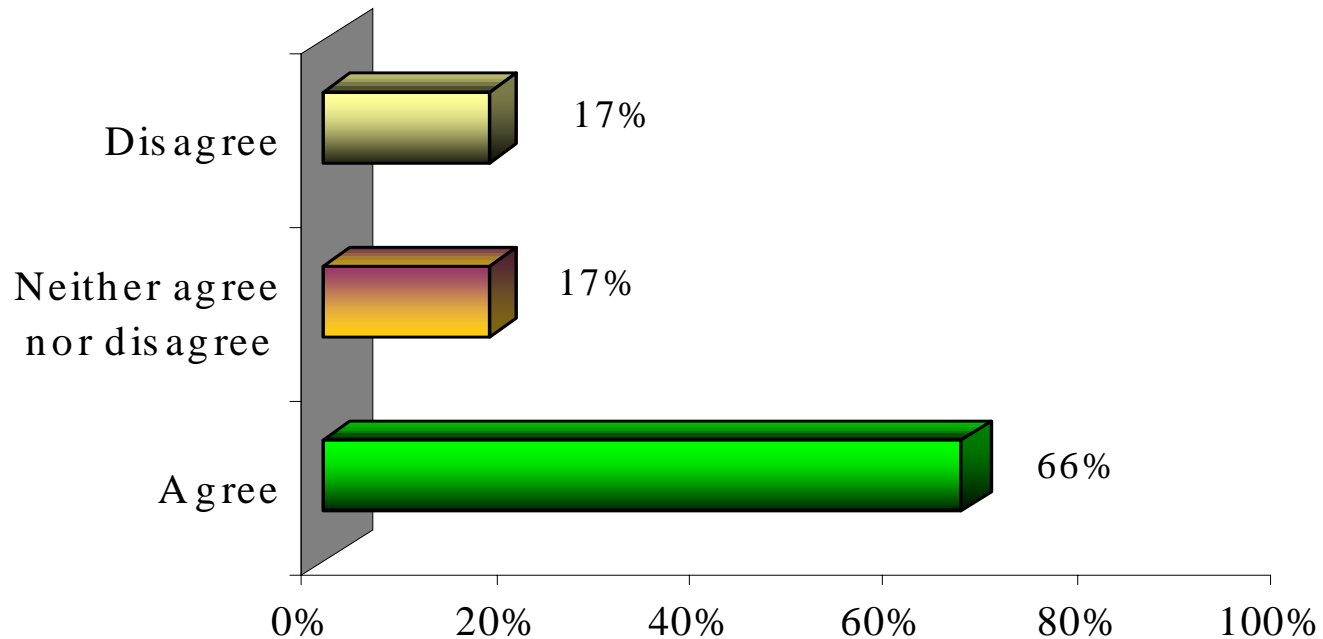
Privatization and IT Costs

The proposed privatization of some IT services would likely make your agency's IT costs__?
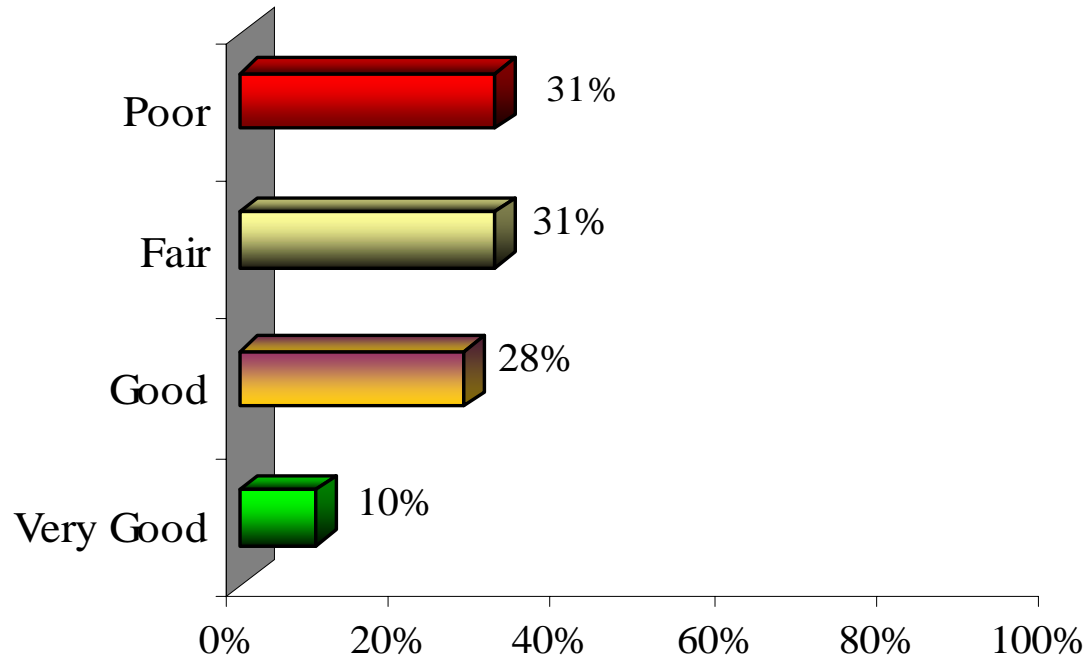
Policies, Standards, and Guidelines for Managing IT

Rating VITA's job in developing and adopting policies, standards, and guidelines for managing IT

- Poor — 20%
- Fair — 42%
- Good — 30%
- Very Good — 8%

Project Manager Training Program

Rating VITA's job in establishing a program providing cost-effective training for qualification of agency project managers
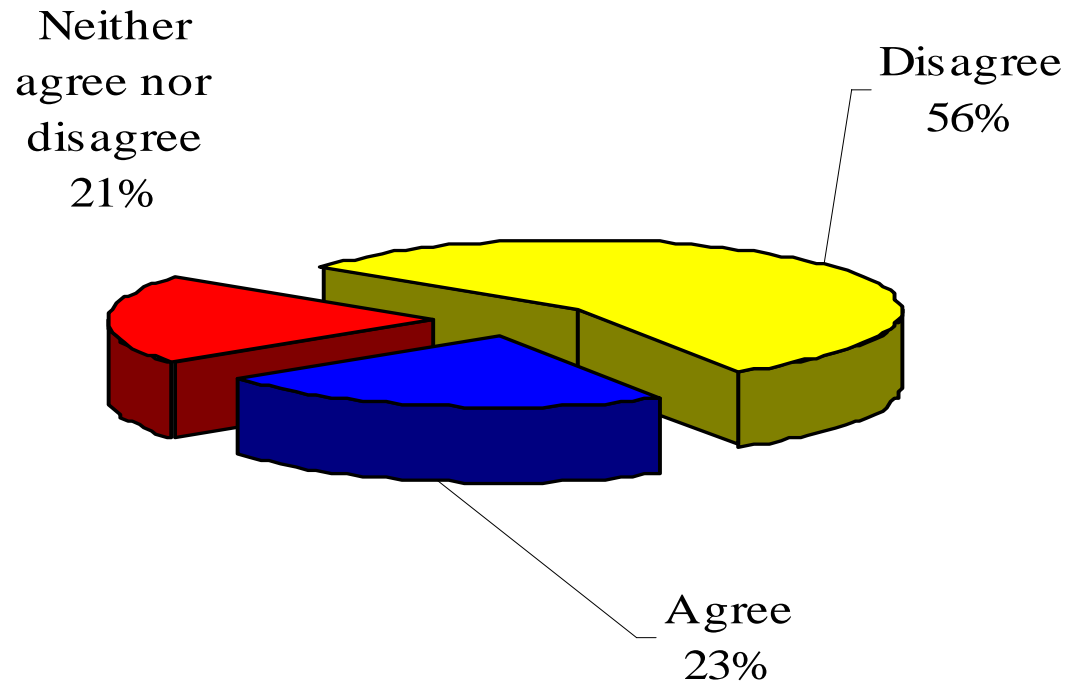
Continuity of Support Staff

It is important that our agency continues to have the same support staff currently assigned to us

Agree 76%

Neither agree nor disagree 18%

Disagree 6%
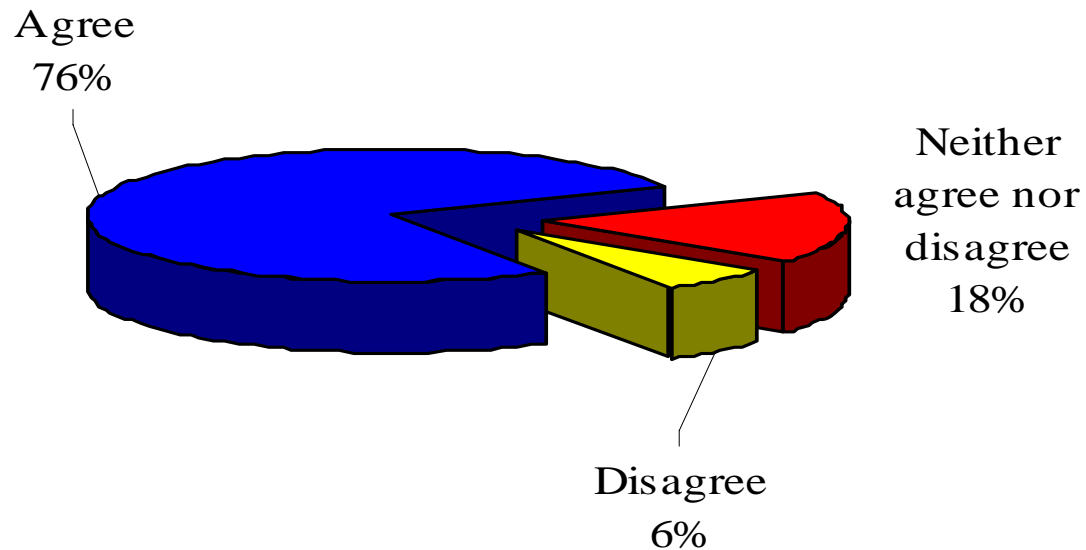
Level of Customer Focus

The level of customer focus within VITA is adequate

Neither agree nor disagree 21%

Disagree 56%

Agree 23%

Summary of Findings

- Basic support services adequate, with two exceptions:
  - Procurement
  - Project management
- Procurement
  - Little or no added value seen in return for surcharge on purchases
  - Delays in approvals
  - Two separate procurement systems
  - Reported slowness and inefficiency of eVA system
- Project management
  - Process seen as cumbersome, slow, and contributing little to successful project outcome

Summary of Findings

- VITA's costs seen as higher than outside-provider fees; many consider costs significantly higher

- Proposed cost-reduction measures not seen as effective:
  - Privatization
  - Centralization of purchasing and service contracts
  - Further outsourcing
  - Further consolidation of services
  - Server-sharing

- One proposed cost-reduction measure favored: Sharing of expertise among agencies

Summary of Findings

- VITA is under-performing in its technology leadership role, particularly in:
  - Standards for efficient exchange of information and technology
  - Information management planning

- Uses "cookie-cutter approach" to technology planning

- Needs to focus more on understanding each agency's mission, business objectives, and unique needs

Summary of Findings

- Level of customer focus is not adequate

- Needs to make personnel changes and build a more service-oriented team

- Continuity of agency support staff is important

- Needs to restructure, aligning functions with agency needs

Vita Action Plan to Improve Customer Satisfaction

- Activities already underway

  – Customer Relationship Management Directorate formed to serve as "customer advocate"

  – Communications Directorate formed – reviews all internal and external VITA communications

  – Vita Service Bulletin launched in July 2005 to serve as vehicle to reach localities - helpful in informing agencies as well

  – VITA Network News launched in March 2006 as communications vehicle to keep agencies abreast of activities

  – Infrastructure Partnership Customer Advisory Council formed to provide guidance and assist in the identification of common agency issues

Vita Action Plan to Improve Customer Satisfaction

- Next Steps

  - Each directorate will develop action plans to address deficiencies and improve VITA ratings over the benchmark already established

  - Next full survey will be in 2007